

**APLS Technology Plan  
October 1, 2003 – September 30, 2006**

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**INTRODUCTION**

This technology plan uses the statewide goals and objectives found in the five-year strategic plan approved in 2002: **THE ALABAMA PUBLIC LIBRARY SERVICE: LIBRARY SERVICES AND TECHNOLOGY ACT FIVE-YEAR PLAN October 1, 2002 – September 30, 2007.**

**The technology plan is a work in progress with the activities reflecting how technology can meet the Alabama Public Library Service's (APLS) goals and objectives already set in the LSTA plan.** It sets the direction as the agency strives toward better library services and collections for citizens of Alabama. For each activity, there is a timeframe for implementation and a staff member to coordinate. APLS newsletter staff will publicize progress on each activity and coordinators will plan for ways to monitor/evaluate outcomes.

APLS consists of 6 departments: Administration; Blind and Physically Handicapped; Networking, Development & Planning; Reference/Circulation; Acquisition/Cataloging; and Information Technology.

(To be adopted by the Board of Trustees on March 18, 2004)

## **MISSION STATEMENT**

The following is the Mission Statement of APLS:

**The Mission of the Alabama Public Library Service (APLS) is to promote and support equitable access to library and information resources and services to enable all Alabamians to satisfy their educational, working, cultural, and leisure-time needs and interests. These resources and services will be provided through APLS's statewide programs and through direct grants and assistance to libraries and library systems to meet users' needs.**

Within the scope of the mission statement, APLS has identified the following six areas of high-priority need:

- **Equal access and more access to information and library materials**
- **Services for under-served rural and urban library users through (1) outreach services and (2) the provision of library materials for persons regardless of their location or condition**
- **Training of library staff, trustees, and library users**
- **Juvenile reading enhancement**
- **Services to non-English speaking persons**
- **Services to the disabled**

Using the strategic plan developed for LSTA and the resulting technology plan, APLS will meet its mission as follows:

- **Establish goals and objectives based on the identified needs and solutions**
- **Develop a technology plan related to the established goals and objectives**
- **Establish timelines for program activities and implement program activities within the established timelines**
- **Identify ways to improve access to library and information resources**
- **Establish services to make this access more equitable**

- **Communicate with the State's public librarians and involve them in policy decisions**
- **Monitor the program activities in accordance with the evaluation plan to determine whether the activities are being accomplished within the established timelines**

The LSTA goals, objectives and activities are as follows:

- **Establishing or enhancing electronic linkages among or between libraries**
- **Electronically linking public libraries with educational, social, or information services**
- **Assisting public libraries in accessing information through electronic networks**
- **Encouraging public libraries in different areas to partner with different types of libraries to establish consortia and share resources**
- **Paying costs for public libraries to acquire or share computer systems and telecommunications technologies**
- **Targeting library services to persons having difficulty using a public library and to underserved urban and rural communities (ex. Children (from birth through age 17) and families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 673(2) of the Community Services Block Grant Act (42 USC 9902(2) applicable to a family of the size involved))**

## **GOALS, OBJECTIVES, ACTIVITIES, AND EVALUATION PLAN**

### **INFRASTRUCTURE**

#### **GOAL 1:**

- ➔ **Alabama citizens will have equal access and more access to information and library materials.**

#### **Objective 1:**

- ◆ **APLS will establish state-level partnerships, whether informally or formally, in support of statewide technical standards and improved technology planning across state agencies by the end of FY2006.**

**Activity 1:**

- ★ APLS will identify profit and non-profit organizations that could help with standards, enterprise solutions, and funding related to technology and access.  
Implement by: Ongoing  
APLS staff responsible: Director

**Activity 2:**

- ★ APLS will include meetings with the organizations in its annual planning calendar.  
Implement by: 2004  
APLS staff responsible: ASA Supervisor

**Activity 3:**

- ★ APLS will produce agendas, publicity, and working documents to communicate efforts by the organizations.  
Implement by: 2004  
APLS staff responsible: Public Relations

**Activity 4:**

- ★ APLS will communicate with policymakers in the state about technology issues facing libraries, including upcoming projects, legislation, etc.  
Implement by: Ongoing  
APLS staff responsible: Director

**Activity 5:**

- ★ APLS will develop the specifications for hardware/software/infrastructure necessary to successfully complete the activities listed in this plan.  
Implement by: Ongoing  
APLS staff responsible: IT Supervisor

**Activity 6:**

- ★ APLS will provide timelines for purchasing, implementing, and monitoring of hardware/software/infrastructure for all activities listed in this plan.  
Implement by: Ongoing  
APLS staff responsible: IT Supervisor

**Activity 7:**

- ★ APLS staff training for the upcoming year will be planned and communicated at the end of each funding year.  
Implement by: Ongoing  
APLS staff responsible: IT Supervisor

**Activity 8:**

- ★ APLS staff training dates for the upcoming year will be placed on the Agency's calendar in Outlook at the beginning of each funding year.  
Implement by: Ongoing  
APLS staff responsible: IT Supervisor

**Activity 9:**

- ★ APLS will appoint a web content committee from the staff and use technical staff for maintaining the technical infrastructure of APLS web pages.

Implement by: 2004

APLS staff responsible: Director

**Activity 10:**

- ★ APLS will use technical staff to maintain the technical infrastructure of APLS web pages.

Implement by: 2004

APLS staff responsible: IT Supervisor

**Objective 2:**

- ◆ Ninety percent of all Alabama public libraries will have automated integrated systems for circulation, cataloging, and public access by the end of FY2006.

**Activity 1:**

- ★ APLS will plan and coordinate workshops targeted toward those public libraries that have never had an automated library system.

Implement by: Ongoing

APLS staff responsible: NDP Supervisor

**Activity 2:**

- ★ APLS will continue to target grant funds toward those public libraries that have never had an automated library system.

Implement by: Ongoing

APLS staff responsible: LSTA Coordinator

**Objective 3:**

- ◆ APLS will plan and provide a variety of ways to share resources by the end of FY2006.

**Activity 1:**

- ★ APLS will explore options, and then have written proposals for improving interlibrary loan service among Alabama libraries using technology.

Implement by: 2004 and Ongoing

APLS staff responsible: Information Services Supervisor

**Activity 2:**

- ★ APLS will explore options, and then revise its written collection development policy with an emphasis on improving the delivery and accessibility of collections via various means.

Implement by: 2004

APLS staff responsible: Acquisition/Cataloging Supervisor

**Activity 3:**

★ APLS will continue to support the AVL with its:

- AVL council membership
- Publicity via APLS newsletters and publications
- Publicity via AVL materials, exhibits, and conferences
- Training

Implement by: Ongoing

APLS staff responsible: Director

**Objective 4:**

- ◆ Libraries will indicate that they have already improved services (e.g. time saved, repaired equipment, etc.) because of the availability of information technology circuit riders in their geographical area by the end of FY2004.

**Activity 1:**

★ APLS will write a proposal for providing circuit riders in the field to assist with technology-related issues.

Implement by: 2004

APLS staff responsible: Director

**Activity 2:**

★ APLS will explore ways to fund circuit riders.

Implement by: 2005

APLS staff responsible: Business Manager

**Activity 3:**

★ APLS will write the first draft of a circuit rider policy/procedure manual.

Implement by: 2005

APLS staff responsible: IT Supervisor

**Objective 5:**

- ◆ Seventy percent of all public libraries will have upgraded their internet downstream speed to broadband or greater by the end of FY2006.

**Activity 1:**

★ APLS will work with other state-level partners in revising the state's technology plan to insure that broadband is available throughout Alabama and includes public libraries.

Implement by: 2006  
APLS staff responsible: Director and IT Supervisor

**Activity 2:**

- ★ APLS will continue to target grant funds toward high-speed connectivity.  
Implement by: Ongoing  
APLS staff responsible: LSTA Coordinator

**Objective 6:**

- ◆ Fifty percent of the total holdings of Alabama public libraries and state-supported universities will be searchable statewide, virtually by the end of FY 2006.

**Activity 1:**

- ★ APLS will implement a statewide electronic system for easy Web-based copy cataloging and interlibrary loan.  
Implement by: 2006  
APLS staff responsible: Acquisition/Cataloging Supervisor and  
Reference/Circulation Supervisor
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**GOAL 2:**

- ➔ **APLS will use technology to provide more effective and efficient planning, management, and accountability.**

**Objective 1:**

- ◆ APLS will improve the ability to track official public library documents and internal records management at APLS.

**Activity 1:**

- ★ APLS administrators will write a plan to include needed workflow timelines for better access to internal documents related to public libraries:
  - What forms, reports, etc., are frequently needed and by whom?
  - Which documents must be accessible: LSTA applications, E-rate status, state aid, statistical, etc.?
  - How does the workflow dictate which information is needed when?
  - Who is responsible for what and when?
  - Who has read and write privileges?
  - Who has read-only privileges?
  - In compliance with the State's Records ManagementImplement by: Ongoing  
APLS staff responsible: Director and Division Supervisors

**Activity 2:**

- ★ APLS will design databases so that each public library's information can be searched and reported in a variety of ways (i.e. library name, E-rate applicant, state aid, etc.)

Implement by: 2005

APLS staff responsible: IT Supervisor and Business Manager

**Objective 2:**

- ◆ APLS will improve their ability to electronically track and manage the official required public library documents.

**Activity 1:**

- ★ The documents and information will be made available via Intranet to APLS staff.

Implement by: 2005

APLS staff responsible: IT Supervisor

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**EDUCATION & TRAINING****GOAL:**

- ➔ **Provide Alabama citizens better services through training for library staff and trustees.**

**Objective 1:**

- ◆ APLS will have coordinated and presented 300 workshops and institutes for library staff and trustees with an attendance of 6,000 by the end of FY2006.

**Activity 1:**

- ★ Each department at APLS will coordinate with NDP in the preparation of workshops for the upcoming funding year.

Implement by: Ongoing

APLS staff responsible: NDP Supervisor

**Activity 2:**

- ★ APLS will publicize an annual training calendar on its web pages at the beginning of each funding year and update it throughout the year.

Implement by: Ongoing

APLS staff responsible: NDP Supervisor and Public Relations

**Activity 3:**



- ★ A written plan, with input from all departments, for improving technology training, including training facilities for APLS and for public library staffs will be done and reviewed annually.

Implement by: Ongoing

APLS staff responsible: IT Supervisor and NDP Supervisor

#### **Objective 2:**

- ◆ Surveys of APLS workshop attendees will be conducted after the workshop(s) to determine the percentage that have used the information presented at the workshop.

#### **Activity 1:**

- ★ APLS staff will develop and compile information surveys, meetings, etc., about technology-related training needs.

Implement by: Ongoing

APLS staff responsible: NDP Supervisor and Statistic Consultant

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### **COMMUNITY**

#### **GOAL 1:**

- ➔ **Alabama's underserved rural and urban library users will be given special consideration as plans are implemented to eliminate inequality in services delivered by the public libraries.**

#### **Objective:**

- ◆ APLS will be a significant partner with technology planners who are addressing the needs of the underserved by the end of FY2006.

#### **Activity 1:**

- ★ APLS will give input at meetings/workshops on how technology planning would benefit all citizens, especially those in restricted economical and geographical areas.

Implement by: Ongoing

APLS staff responsible: Director

#### **Activity 2:**

- ★ APLS will explore technologies that could be used by public libraries to deliver services to underserved populations.

Implement by: Ongoing

APLS staff responsible: IT Technician

#### **Activity 3:**

- ★ APLS will explore funding sources for using technology to deliver services to underserved populations [including technology for delivery vehicles.

Implement by: Ongoing

APLS staff responsible: Business Manager

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## **GOAL 2:**

- ➔ **Children and young adults in Alabama will have access to age appropriate literature and related programming.**

### **Objective:**

- ◆ APLS will have web pages specializing in informational and training services in support of the children/young adult services by the end of 2004.

### **Activity 1:**

- ★ APLS will appoint a committee to determine the need, the design, and the maintenance of the children/young adult web pages.

Implement by: 2004

APLS staff responsible: Director

### **Activity 2:**

- ★ APLS will use input from the Summer Reading Program Committee to enhance the APLS children/young adult web pages.

Implement by: Ongoing

APLS staff responsible: Public Relations

### **Activity 3:**

- ★ APLS will input summer reading program information and statistics on APLS web pages in enough detail that Alabama public libraries can use the information as a marketing tool and to benchmark their efforts.

Implement by: 2004

APLS staff responsible: Children's/YA Consultant

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## **GOAL 3:**

- ➔ **Non-English speaking persons will have library services and collections customized to their needs.**

**Objective:**

- ◆ APLS will take a survey to determine which public libraries serve a large number of patrons where English is their second language by the end of 2005.

**Activity 1:**

- ★ APLS will provide easily accessible databases that are translated for non-English speaking persons.

Implement by: 2004

APLS staff responsible: IT Supervisor

**Activity 2:**

- ★ APLS will explore the availability of websites that provide services for non-English speaking clientele.

Implement by: 2006

APLS staff responsible: Public Relations

**Activity 3:**

- ★ APLS will conduct a survey to determine the increase in services to non-English speaking patrons.

Implement by: 2006

APLS staff responsible: Statistical Consultant

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**GOAL 4:**

- ➔ **Develop plans and programs to identify, maintain and improve services to disabled library patrons in Alabama.**

**Objective:**

- ◆ APLS will develop and plan programs to meet the information needs for Alabama's disabled public library patrons by the end of 2006.

**Activity 1:**

- ★ APLS will provide services for disabled patrons on its website, which will include databases, training and educational opportunities.

Implement by: 2006

APLS staff responsible: BPH Supervisor

**Activity 2:**

- ★ APLS will provide the opportunities for demonstrations of adaptive software/hardware for public libraries to get first-hand experience with technology available for the disabled patrons.

Implement by: Ongoing

APLS staff responsible: BPH Supervisor

**Activity 3:**

- ★ APLS will conduct workshops for the public libraries to provide information about new technologies related to reading for the disabled patrons.

Implement by: Ongoing

APLS staff responsible: BPH Supervisor

**Activity 4:**

- ★ APLS will publicize an annual training workshop calendar on its web pages at the beginning of each funding year and update it throughout the year for librarians offering services to disabled patrons.

Implement by: Ongoing

APLS staff responsible: BPH Supervisor and Public Relations

## **NEEDS ASSESSMENT**

The purpose of this section is to identify the high-priority needs of Alabama's residents who lack access to library and information resources and services. This section includes:

- Those needs and explains the method, data, and prioritization criteria
- Describes the existing conditions and circumstances that limit access to information resources to meet patron needs
- Highlights the potential benefits to library patrons
- Identifies solutions to meet patrons' needs

Within the scope of the mission statement, APLS has identified the following six areas of high-priority need:

- × **Juvenile reading enhancement**
- × **Services to non-English speaking citizens**
- × **Improved access to information and library materials**
- × **Training of library staff, trustees, and library users**
- × **Services for under-served rural and urban library users, through:**
  - ▶ **Outreach services**
  - ▶ **The provision of library materials for persons regardless of their location or condition**
- × **Services to the disabled**

The LSTA Advisory Council Planning Committee defined these needs with the assistance of the APLS staff based on the analysis of data from:

- Town meetings

- The evaluation report on the results of the agency's previous five-year plan
- A report of the APLS Strategic Planning Committee (compiled of Alabama public library directors)
- U.S. Census reports
- Other data specific to particular needs.

## **EVALUATION**

With quantity and quality as the key elements, the agency will keep statistics that will enable critical evaluation of the success of meeting the stated goals and objectives.

The LSTA training evaluations, town meetings, and grant projects, where possible, will provide measurements detailing how the technology objectives outlined in this document supported public libraries either directly or indirectly.